



Important Things to Know

- CISM Network teams do not replace professional counseling or employee assistance programs. Teams do provide immediate, incident-specific, supportive crisis intervention with a proven model.
- The CISM Network teams are available within the state 24/7.
- There is no charge for this service, although reimbursement for travel and lodging expenses might be requested.

Healthy Coping Skills

- Talk about your feelings.
- Spend time with friends and family.
- Take care of yourself: rest, nourish and exercise.
- Seek support and professional help, when needed.

Resources

Phone Numbers

2-1-1, Option 8, or 211texas.org

Heroes First Responder Helpline

833-367-4689

sbmi.uth.edu/ace/helpline.htm

COPLINE

800-267-5463

Crisis Text Line

Text 741741, free 24/7

EMS SafeCallNow

206-459-3020

FIRE/EMS Helpline

888-731-3473

National Suicide Prevention Lifeline

800-273-8255

TTY: 800-799-4889

Veterans Crisis Line

800-273-8255, press 1

Phone Apps

(iTunes and Google Play)

Ask and Prevent Suicide

Easy steps to preventing suicide

Breathe2Relax

Stress management tools and exercises

Self-Help Anxiety Management

Helps people manage anxiety

Texas Veterans

Access local, state and national resources

Disaster Behavioral Health Services

512-206-5555 | DBHS@hhsc.state.tx.us

texashhs.org/dbhs

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Disaster Behavioral Health Services



Texas Critical Incident Stress Management Network

Supporting Emergency Response Personnel



TEXAS
Health and Human
Services

The Texas Critical Incident Stress Management Network was established in 1992 to assist emergency response personnel who experienced or survived a critical incident, such as a line-of-duty death, death of a child, multiple casualty or fatality scenes. The network teams are comprised of trained mental health professionals, peers and select members of the clergy who provide responsive supportive crisis intervention services and stress management education to any emergency responder agency or organization in Texas. The focus of the teams is to minimize the harmful effect of job stress and accelerate the recovery of personnel who were traumatized in these situations.



Critical Incident Stress Management

Critical incident stress management is a type of crisis intervention designed to provide support for those who have experienced traumatic events. It is composed of multiple components that attempt to address each phase of a crisis situation. Traditionally offered only to first responders, these types of interventions can be implemented with non-traditional first responders, individuals, families, groups and organizations.

Goals

- Provide critical incident stress management and educational support to ensure optimal functioning of Texas' emergency service workers and their primary support systems.

- Promote job retention capabilities and reduce turnover rates for emergency services personnel.
- Enhance the quality of response for Texans needing emergency services.
- Conduct pre-incident educational programs to acquaint emergency service workers with critical incident stress management techniques.
- Provide initial and continuing education training for critical incident stress management team members.
- Deploy during a disaster or criminal incident to provide crisis intervention services in support of local behavioral health providers and first responders.



Disaster Behavioral Health Services

Texas Critical Incident Stress Management Network

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